User Guide

Home Voice Mail

Takes your messages even when you're on the phone.

©2012 Verizon. All Rights Reserved.

VS-HVM-CNS-E 02/12

Verizon offers four types of Home Voice Mail service:				
	Standard HVM	**Multiple HVM**	**HVM Plus***	**OnePoint Voice Mail**
Greeting	30 seconds	45 seconds	30 seconds	60 seconds
Busy Greeting	✓	✓	✓	✓
Extended Absence Greeting				✓
Message Storage	30-day	30-day	Unlimited	30-day
Message Capacity	30 minutes	30 minutes	45 minutes	60 minutes
Individual Sub-Mailboxes		Up to 8	Up to 8	Up to 8
Spanish Prompts	✓	✓	✓	✓
Multiple Number Service				✓
Message Notification				
Wireless Notification	✓	✓	✓	✓
Special Delivery	✓	✓	✓	✓
Pager Notification	Additional monthly fee	Additional monthly fee	Additional monthly fee	Included
Reminder Calls	✓	✓	✓	✓
Ring Count Change	✓	✓	✓	✓
Send messages to Verizon Home Voice Mail Subscribers	Small usage fee	Small usage fee	Included	Included
Group Lists	3/25	3/25	5/25	3/25
Reply to Messages	✓	✓	✓	✓
Forward Messages	✓	✓	✓	✓
Private Messages	✓	✓	✓	✓
Urgent Messages	✓	✓	✓	✓
Future Delivery	✓	✓	✓	✓
Return Receipt	✓	✓	✓	✓

* Limited availability. Available as standard or multiple mailbox.

Table of Contents

Getting Started
Setting up Home Voice Mail from home 2
Setting up Home Voice Mail away from home 2

The Basics – Retrieve, Listen and Send
Checking to see if you have messages 3
Main Menu 3
Listening to your messages from home 3
Listening to your messages away from home 3

Messaging With Other Verizon Voice Mailbox Customers
Things to know before getting started 4
To record and send a mailbox message 5
To reply to or send a copy of a message 5
Group Lists 6

Customizing Your Mailbox
Language Options 6
Change the Number of Ringss 7
Message Alerts 7
Wireless Notification 7
Special Delivery 7
Pager Notification 8
Reminder Service 8
Listening to the time and date of your calls 9
Changing personal greetings and name announcements 9
Changing your passcode 10

Multiple Mailboxes
Creating or deleting a Sub Mailbox 10
Creating or changing Sub Mailbox personal greetings and passcodes 10
Accessing Sub Mailboxes 11
Sample Multiple Mailbox Greetings 11

Multiple Number Service 12

Questions & Answers 13

Terms & Conditions 14

Quick Reference 18

Menu Map 19

Your Personal Home Voice Mail Information 20

Getting Started

Welcome to Verizon Home Voice Mail, the service that takes messages when you're away from home or on the phone so you never have to miss a call. The first thing you'll need to do is set up your mailbox, which is where your personal greetings and messages are stored.

Setting up Home Voice Mail from home

1. Dial the Verizon Home Voice Mail system phone number that you received in your Welcome Kit.
2. When the system answers, enter your temporary passcode (this is the last four digits of your home telephone number).
3. Press # and follow the voice prompts for creating a new passcode and recording your personal greeting, busy greeting (heard when you're on the phone) and Name Announcement.

Need help?

If you get confused, don't hang up. Press 0 at any time when you're in your mailbox and our voice prompts will guide you through your options.

Please follow the "away from home" instructions below if:

- Your telephone number is, or may be, blocked for any reason (such as for calls to Caller ID or *69 customers).
- Your Distinctive Ring Service has a separate mailbox. In that case, use your Distinctive Ring number for your home telephone number.

If you do not record a busy greeting, callers will hear your personal greeting.

Passcode security

To keep your messages private, please avoid creating passcodes that contain portions of your mailbox number, consecutive numbers or repetitive numbers.

Setting up Home Voice Mail away from home

1. Dial the Verizon Home Voice Mail system phone number that you received in your Welcome Kit.
2. When the system answers, press *.
3. Enter your mailbox number (this is the same as your home telephone number).
4. Enter your temporary passcode (this is the last four digits of your home telephone number).
5. Press # and follow the voice prompts for creating a new passcode and recording your personal greeting, busy greeting (heard when you're on the phone) and Name Announcement.

In some areas, you can send Special Delivery and Pager Notification alerts outside of your regional calling area by charging associated toll charges to a Calling Card. If you think you will use this feature, press 1 to enter your Calling Card number and the access code for your long distance company. Otherwise, press # to skip this step.

If you do not record a busy greeting, callers will hear your personal greeting.

Additional rates may apply.

If you have measured service, local usage calling rates apply each time you dial your system from home, as well as for each call forwarded to your mailbox. If you dial the system telephone number from a location outside your local calling area, long distance rates may apply.

The Basics

Checking to see if you have messages

Pick up your home telephone handset. If you hear the "interrupted" dial tone, new messages are waiting. Or look for a visual message waiting light on your telephone set, if one is provided.

Auto Play

In some areas, you can use Auto Play to listen to all of your messages sequentially with a brief pause between messages. You can save, delete or skip a message when desired, but you will not be prompted to do so. Messages not saved or deleted will be kept as new messages. From the main menu press 9 2 1 2.

Tip: Saves "Minutes" when calling from your cell phone to listen to messages.

Main Menu

Dial the Home Voice Mail System number. After you enter your passcode, you'll be in the Main Menu. From here, you can listen to messages, send messages to other Verizon voice mailboxes, schedule reminders for yourself and access Mailbox Options, where you can customize your mailbox. For Multiple Mailbox customers, you can interact with your Sub Mailboxes.

Listening to your messages from home

1. Dial the Home Voice Mail system.
2. Enter your passcode.
3. At the Main Menu, press 1.

Speed Dialing

If you have Speed Dialing, you can program your Home Voice Mail system phone number for quick access to your messages.

Listening to your messages away from home

1. Dial the Home Voice Mail system.
2. When the system answers, press *.
3. Enter your mailbox number (this is the same as your home telephone number).
4. Enter your passcode.
5. At the Main Menu, press 1.

Exiting Home Voice Mail

Always exit Home Voice Mail by pressing * repeatedly until you hear "Thank you for calling." When you exit this way, you will be told if new messages have arrived while you were in your mailbox.

Erase a message by mistake?

Don't hang up. Press 1 and when you hear the message you erased, save it by pressing 2.

Another way to access your mailbox and listen to messages from anywhere

Instead of dialing your Home Voice Mail system, you can get into your mailbox by dialing your home phone number.† It's a faster way when you're getting your messages from the road.

1. Dial your home telephone number.
2. When your greeting starts, press *.
3. Enter your passcode.
4. At the Main Menu press 1.

†If you have measured service

Local or message unit charges will apply when calling the system telephone number. If you dial your home telephone number to reach your mailbox, charges apply to call your home number in addition to the charge to forward to your mailbox.

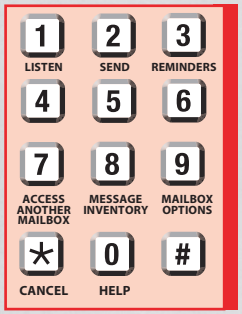
The Basics (continued)

After you press 1 from the Main Menu to listen to your messages, you can select any of the following message options.

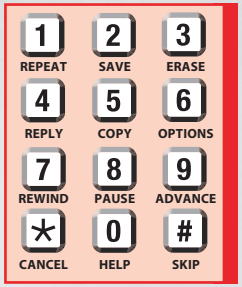
Message options

- Press 1 to repeat your message.
- Press 2 to save your message.
- Press 3 to erase your message.
- Press 6 for "Options," then:
  - 4 to listen to the previous message;
  - 5 to get the time and date of your message;
  - 6 to find out the sender of your Mailbox Message.
- Press 7 to rewind your message in 5 second intervals.
- Press 8 to pause your message for 20 seconds.
- Press 9 to advance your message in 5 second intervals.
- Press # to skip to the next message.
- Press * to return to the Main Menu.
- Press 0 for recorded help.

Main Menu



Listen Menu



Messaging with other Verizon Voice Mailbox customers

Mailbox Messaging lets you quickly and easily exchange messages with other Verizon voice mailbox customers in your regional calling area without calling them directly, and without their phone ringing. It's also a fun and convenient way to communicate with Sub Mailbox holders whenever something pops up.

Things to know before getting started

- Verizon voice mailboxes include Home Voice Mail, Basic Mailbox, and OnePoint Voice Mail residence services and Answer Call and Voice Mail business services.
- You'll know you're calling another Verizon voice mailbox user in your regional area when you hear either their recorded Name Announcement or their mailbox number confirmation.
- In some areas, you will be charged per mailbox address to which you send, reply to or copy a message. For example, if you send a single message to three mailboxes, you will be charged for three messages. (These charges do not apply to Home Voice Mail Plus or OnePoint Voice Mail.) Multiple Mailbox customers will not be charged to send messages to Sub Mailboxes. There are no charges to receive a message.

- When sending a message outside your area code — but within your regional calling area — don't dial a 1 before the area code.
- Information about your regional calling area can be found in the front of the white pages of your Verizon telephone directory.

To send a Mailbox Message

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 2.
4. Listen for further instructions to:
   A) Enter the recipient's mailbox number, Sub Mailbox number or the group number (see Group Lists for more information).
   B) Record your message.
   C) Send your message or press 9 for Delivery Options.

When you send or copy a message to a Multiple Mailbox, after you enter the telephone number, the system will play the name announcement for each Sub Mailbox. Choose a Sub Mailbox number (1 through 8) or press 9 to send your message to the main mailbox. When a Multiple Mailbox host or Sub Mailbox sends a message to another Sub Mailbox of the same mailbox, the complete telephone number is not required. Simply enter the Sub Mailbox number (1 through 8) or host 9 when prompted.

Delivery Options

After recording your message, press 9 for Delivery Options, then:

- Press 1 for Urgent — plays the message before others.
- Press 2 for Private — prevents the message from being copied to another mailbox.
- Press 3 for Return Receipt — notifies you with a message in your mailbox when the recipient listens to your message.
- Press 4 for Future Delivery — delivers your message at a future date and time that you specify, up to one year in the future.

To reply to or send a copy of a message

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press 1.
3. Listen to a message in your mailbox.
4. Listen for further instructions:

- Press 4 to reply to a message that was sent directly from another voice mailbox. However, if someone telephones you and leaves a message, you do not have this option.
- Press 5 to send a copy of the message to another voice mailbox.

Bypassing recorded instructions

Voice prompts will take you through all your Home Voice Mail options step by step.

Once you become familiar with the options, you can make your selection before the prompt has completed.

Group Lists

Group Lists allows you to quickly and easily send messages to other Verizon mailbox subscribers by sending a single message to every number in the group at one time. Be sure to change your list as the members of your group change.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 4 for Group Lists.
5. Press 4 to create the group list.
6. Listen for further instructions to:
   A) Assign a group list number.
   B) Name your group list.
   C) Enter mailbox numbers you want on this list.

Multiple groups

You can have up to three lists with as many as 25 mailbox destinations per list. Home Voice Mail Plus, where available, gives you five lists with 25 destinations per list.

If you add a Multiple Mailbox

number to a group list, the system will play the name announcements for each Sub Mailbox. Choose a Sub Mailbox number (1 through 8) or press 9 for the main mailbox.

CUSTOMIZING YOUR MAILBOX

Verizon Home Voice Mail comes with many features that can make your life easier. And it only takes a minute to set them up. Here are some of the special options you will have after you press 9 from the Main Menu and then 2 for Mailbox Settings.

Language Options

Language Options allows you to choose between hearing (and having your callers hear) the system prompts in English or Spanish. The default language is English.

To change it to Spanish:

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 2 for Mailbox Settings.
5. Press 6 for Language Options.
6. Press 2 for Spanish.

Mailbox Options Menu



Change the number of rings before Home Voice Mail answers

With the Ring Count feature, you can choose how many times your phone will ring before Home Voice Mail picks up. Set your Voice Mail system to answer after two rings, after eight rings or anywhere in between. Keep in mind that your callers will hear one or two rings more than the setting you select.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 2 for Mailbox Settings.
5. Press 3 for Ring Count and listen for further instructions.

Note: *Ring Count Change is not an option if you use Call Forwarding Variable, Ultra Forward or Remote Call Forwarding to send your calls to your mailbox. For Multiple Mailbox customers, Ring Count Change is available from the main mailbox (box 9) only.*

Message Alerts

There are several ways to be notified of new messages when you are away from home — Wireless Notification, Special Delivery and Pager Notification.

Returning to the Main Menu

You can always return to the Main Menu by pressing *.

Wireless Notification

You can be notified on your Verizon Wireless digital cell phone when messages are left in your Home Voice Mail. You will receive a text message "You have a voice mail message at (your voice mail access number)." You will not be charged by Verizon Wireless for this text message. There is no charge for this feature, but it does require activation. To order, please call your local business office.

Special Delivery

You can use Special Delivery to send an alert to any other telephone number — even a cell phone number — within your regional calling area.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
   Press 3 for Message Notification.
   Press 1 for Special Delivery.

Calling card option

In some areas, you can send Special Delivery or Pager Notification alerts to phone numbers outside your regional calling area by charging associated toll charges to a calling card.

To set up this feature, press 9, 2, and then 5 from the Main Menu.

You'll need to call your local business office to complete activation.

4. Listen for further instructions to:

   A) Turn Special Delivery on or off.

   B) Enter the phone number where you want to receive your alert.

   C) Specify whether you're to be notified of urgent messages only or all messages.

> If you choose to be notified of urgent messages only, don't forget to tell callers to mark their message urgent by pressing # 9 1 1 when they have finished recording their message.

Pager Notification (where available; additional fee applies for all mailbox types except OnePoint Voice Mail)

You can also send an alert to your pager when you receive messages. If you use a digital pager, your mailbox number will be displayed. However, this feature must be ordered through your local business office prior to mailbox activation.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 3 for Message Notification.
5. Press 2 for Pager Notification.
6. Press 3 to add the pager number.
7. Press 1 if your pager requires a PIN (Personal Identification Number) or 2 if no PIN is required.
8. To be notified of urgent messages only, press 9, then 2.
9. Press * to exit and save your settings.

Alert blocking

You can block times during which you do not wish to be notified of messages left in your mailbox, when Special Delivery or Pager Notification is turned on.

From the Main Menu, press 9, 3, then 1, for Special Delivery, or 9, 3, then 2, for Pager notification.

Then press 5 to establish or change a blocking period.

Note: *The Sub Mailbox holders of a Multiple Mailbox are able to use a separate telephone number for Special Delivery and Pager Notification.*

Reminder Service

Reminder Service lets you remind yourself of important tasks or can be used as a wake-up call. Simply record yourself a message, then select a time and date when you'd like your message to be played back to you via a call to your home phone. You may have up to three daily and three one-time reminders at any time.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 3 for Reminders.
4. Press 1 to create your reminder.
5. Listen for further instructions to schedule either a daily or a one-time reminder.

There are two kinds of reminders:

Daily Reminders are delivered at the same time every day, Monday through Friday or seven days a week. One-time Reminders are delivered only once on the day and time you specify and are then erased. You can review or cancel them anytime by calling your Voice Mail system and pressing 3 from the Main Menu, then press 2.

Sub Mailboxes can also use Reminder Service, although only three daily and three one-time reminders can be set at any time for the entire mailbox.

Listening to the time and date of your calls

You can get the time and date two ways: manually per message, OR automatically before each message.

To manually get the time and date of a message, press 6, then 5.

To turn the automatic setting on or off:

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 2 for Mailbox Settings.
5. Press 1 to turn the time/date on and off.

Changing personal greetings and name announcements

When Home Voice Mail picks up, callers will hear a personal greeting that you record. You can change it as often as you'd like.

You can record a name announcement to go with your mailbox.

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 1 to record or change greeting, name or passcode.
5. Press 1 for Greeting or press 2 for Name Announcement.
6. Listen for further instructions to select:

   A) Automated (prerecorded) system greetings. (Not available with Multiple Mailbox or OnePoint Voice Mail.)

   B) A special "busy" greeting that tells your callers you are currently on the line.

   C) An extended absence greeting that callers cannot skip.

Changing your passcode

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 1 for Greetings, Name or Passcode.
5. Press 3 for Passcode. Listen for further instructions.

Multiple Mailboxes

(included in OnePoint Voice Mail, additional charge applies with HVM or HVM Plus)

With the Multiple Mailbox option, everyone in the household can have their own private mailbox. You can have up to eight Sub Mailboxes — in addition to the main mailbox — on one line. You can change your Sub Mailboxes to keep up with the needs of a changing household.

Only the main mailbox holder can create or delete Sub Mailboxes. If a Sub Mailbox holder forgets their passcode, their mailbox must be deleted and recreated. Any messages left in their mailbox will be lost.

From the Main Menu, press these keys to manage Sub Mailboxes.

Main Menu

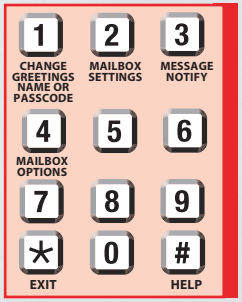


Creating or deleting a Sub Mailbox

Note: *This feature is available from the main mailbox (box 9) only.*

1. Dial the Home Voice Mail system.
2. When the system answers, enter your passcode.
3. At the Main Menu, press 9 for Mailbox Options.
4. Press 2 for Mailbox Settings.
5. Press 4 to create or delete Sub Mailboxes.
6. Record the main greeting for your Multiple Mailbox. This greeting will tell your callers which key to press to reach a particular Sub Mailbox.
7. After the Sub Mailboxes are created, all Sub Mailbox holders will need to create their own passcodes and personal greetings.

Mailbox Options Menu



Creating or changing Sub Mailbox personal greetings and passcodes

When setting up Sub Mailboxes, you'll need to record a personal greeting that includes instructions on how to reach each Sub Mailbox holder. (See sample Main Mailbox Greetings on pg.11)

Automated prerecorded system greetings are not available with Multiple Mailbox.

1. Dial the Home Voice Mail system.
2. Enter the Sub Mailbox temporary passcode, which is your Sub Mailbox number four times. For example, the temporary passcode for Sub Mailbox number 4 would be "4444."
3. Follow voice prompts to create Sub Mailbox greetings and passcodes.

Accessing Sub Mailboxes

If you want to listen to messages in multiple mailboxes, you don't have to hang up and start over.

1. Get into the Home Voice Mail mailbox.
2. At the Main Menu, press 7 (Message Inventory).
3. Enter the unique passcode of the Sub Mailbox.

Note: Callers who do not make a Sub Mailbox selection, or who call from a rotary phone, can only leave a message in the main mailbox.

Which mailbox has messages?

If you hear the "interrupted" dial tone and want to know which mailbox has new messages, press 7 from the Main Menu for Message Inventory.

Sample Multiple Mailbox Greetings

(All greetings can be up to 45 seconds long.)

Sample Main Mailbox Personal Greeting

"Hello, you've reached the Justice family. We can't take your call right now, but leave a message and we'll call you back. To leave a message for Betty and Rich, press 1; to leave a message for Jeff, press 2; for Glenn, press 3; for Don, press 4 and for Ken, press 5. To leave a message for all of us, please press 9."

Sample Main Mailbox Busy Greeting

"Hello, you've reached the Justice family. One of us is on the line surfing the Internet, but leave a message and we'll call you back. To leave a message for Betty and Rich, press 1; to leave a message for Jeff, press 2; for Glenn, press 3; for Don, press 4 and for Ken, press 5. To leave a message for all of us, please press 9."

Sample Sub Mailbox Personal Greeting

"Hi. This is Betty and Rich. Sorry we missed your call. Please leave a message and we'll call you back."

Sample Sub Mailbox Busy Greeting

"Hi. This is Jeff. Someone's on the phone right now, but please leave a message and I'll call you back."

Multiple Number Service
(OnePoint Voice Mail only)

Multiple Number Service allows you to forward up to four numbers in addition to your home telephone number to your OnePoint Voice Mail. For example, you could have calls to your Verizon wireless number, your spouse's wireless number, your teen line, and your vacation home number all reach your OnePoint Voice Mail. No more checking multiple mailboxes for messages!

The alternate numbers can be any combination of wireline or wireless telephone numbers. Each alternate number requires Fixed Call Forwarding No Answer/Busy Transfer as instructed in your welcome letter to allow calls to forward into the mailbox. If you need assistance, please contact your local business office.

If your Verizon Wireless number will be answered by your OnePoint Voice Mail, you will need to utilize the No Answer/Busy Transfer feature included with your Verizon Wireless service to forward calls to your OnePoint Voice Mail. You can activate this feature on your Verizon Wireless phone by pressing * 7 1 followed by the forwarding telephone number provided in your welcome letter and then press send. After you hear the confirmation tone, press end. (To deactivate, press * 7 3 and press send. After you hear the confirmation tone, press end.) Service is subject to customer agreement and calling plan. Regular airtime charges and long distance (if applicable) apply to any calls that are forwarded to OnePoint Voice Mail. If you have questions on charges or activation, you can find additional information on www.verizonwireless.com, dial * 6 1 1 from your wireless phone, or call 1-800-922-0204.

Important Notes

1. Charges for call forwarding on alternate numbers may vary by state and carrier. Long distance charges may apply.
2. Verizon Wireless Service is subject to customer agreement and calling plan. Regular airtime charges and long distance (if applicable) apply to any calls that are forwarded to OnePoint Voice Mail.
3. If your Alternate number(s) is provided by a carrier other than Verizon or is located outside the regional calling area, it may not be compatible with Multiple Number Service or may require callers to re-enter the telephone number they dialed in order to leave you a message.

Questions and Answers

Q. *What can I do if I erase one of my messages by mistake?*

A. Don't panic — and DON'T HANG UP. Messages are not erased until you hang up — but they are irretrievable once you have. Listen to your messages again, and when you get to the message you accidentally erased, save it by pressing 2.

Q. *When my parents leave a message, I would like to hear it before all the other messages. Is there a way to make this happen?*

A. Yes. Tell your parents to press # 9 1 1 after they record their message. This will mark the message URGENT and put it before other messages.

Q. *Sometimes my son gets home first, checks for new messages and saves them all. Later, when I come home, there is no "interrupted" dial tone to tell me that there are new messages. Any solutions?*

A. Tell your son to "skip" the new messages by pressing # after he hears each message. The skipped messages will retain their "new" status and you'll hear the interrupted dial tone that signals new messages are in your mailbox.

Q. *Is there a way to know if I have new messages without having to pick up the telephone?*

A. Yes. Equipment with a Message Waiting light is available from Verizon TeleProducts and other vendors.

Q. *Some of my friends know my recorded greeting by heart. Can they skip it?*

A. Yes. Tell them to press # during your greeting. This will let them skip over it and begin recording. Remember, you can change your greeting anytime. (Callers are not able to skip your greeting if you have turned on the Extended Absence Greeting.)

Q. *Is there any way callers can review and change the messages they leave for me?*

A. Yes. If they press # after recording their message, callers have a chance to listen to what they've recorded and change it if they want to. Instructions will guide them.

Q. *When I call a friend with Home Voice Mail, how can I prevent the message from being forwarded to another mailbox?*

A. Mark your message to the friend as "private." After recording your message, press # 9 2 1.
This prevents messages from being copied to another mailbox.

Q. *How can I be alerted when I am away from home when new messages arrive?*

A. You can be alerted by using Special Delivery, Pager Notification (with compatible pagers), or Wireless Notification to your Verizon Wireless phone.

Q. *With Multiple Mailbox, when I hear the "interrupted" dial tone, how do I know who the messages are for?*

A. First, check your own mailbox — you'll be advised if you have new messages. Then, to find out which Sub Mailboxes have new messages, press 8 at the Main Menu.

Terms and Conditions of Verizon Voice Messaging Services

These Terms and Conditions will govern your Verizon Voice Messaging Services ("the Services") and replace any prior Terms and Conditions for the Services.

CHARGES - In addition to the monthly recurring charges for the Services, application and/or service order charges may apply. Such telephone service charges may include, but are not limited to, (i) for Message Rate or Measured Service customers, message unit or usage charges for calls forwarded to your mailbox and for calls made from your telephone service location to listen to, send, reply to, or copy messages, or to perform any other activities in connection with the Services, (ii) local or toll service charges if you call your mailbox while away from your telephone service location, (iii) charges for any call forwarding or related functions required to forward calls from any of your telephone numbers to your voice mailbox, or (iv) charges assessed by an alternate carrier if you forward numbers provide by a carrier other than Verizon. In addition to the charges for the Services, you are solely responsible for payment of long distance, toll and other telecommunications charges incurred through use of the Services. Verizon shall not be liable for any such charges. You may not charge any calls to the service access number or mailbox number, or otherwise use the Service(s) in a fraudulent manner. You are solely responsible for selection, implementation and maintenance of security features for defense against unauthorized use of the Services, as well as all charges for associated telephone services. Payment for all charges will be due according to the terms stated on your bill.

ALTERNATIVE NUMBERS - The Services may not be compatible with numbers provided by a carrier other than Verizon, or such numbers may require that a caller re-enter your telephone number in order to utilize the voice mail service.

CHANGES IN CHARGES, TERMS AND CONDITIONS OR YOUR SERVICES - Verizon shall have the right (i) to determine the availability of the Services, and (ii) to add, withdraw or change the Services and their features, their functions, and the manner in which they are provided, at any time. Provision of the Services is also subject to availability of facilities. Verizon may change the Terms, Conditions and/or charges for the Services at any time. Use of, or payment for, the Services after the changes become effective will be deemed to be assent by you to the change(s).

TARIFF APPLICATION - In the event that the Services are at any time subject to tariffs filed with, or regulations of, an applicable state or federal commission, then such tariffs and regulations shall govern the provision of such Services and in the event of any conflict, shall take precedence over any inconsistent Terms, Conditions or charges.

LIMITED WARRANTY - If the Services do not perform substantially as described to you in the written information provided by Verizon to you, Verizon will repair the Services, at its expense. This warranty does not apply to failures in performance due to acts of God or other causes beyond the reasonable control of Verizon or misuse or abuse of the Services by you or other persons. **THE FOREGOING WARRANTY IS EXCLUSIVE AND NONTRANSFERABLE. VERIZON DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.**

MAINTENANCE - At various times, Verizon will perform routine maintenance on its equipment and facilities that will temporarily render the Services unavailable for use by you. Verizon will attempt to notify you in advance of performing such maintenance by leaving a voice message in your voice mailbox, or otherwise. Verizon shall have no liability as a result of the unavailability of any Services due to the performance of such routine maintenance.

SERVICE INTERRUPTIONS - Except for routine maintenance, if Services that are subject to a monthly charge are interrupted, due to any cause other than the act or omission of you, a member of your household, your employees or agents, or a failure of facilities provided by you, for a period exceeding twenty-four (24) consecutive hours, Verizon shall credit you the monthly charges for the Services, pro-rated, for the period of time of the interruption in excess of the twenty-four (24) consecutive hour period. Service interruptions begin at the time you notify Verizon of the interruption.

LIMITATION OF LIABILITY - Verizon 's liability for any claim or damages arising in connection with the Services (including, but not limited to, claims or damages arising in connection with any interruption or other fault, failure, error or deficiency, in the Services), shall not exceed $25.00, plus a refund of the pro-rated charges actually paid for the Services which give rise to the claim or damages. Verizon shall not be liable for any special, indirect, incidental, or consequential damages, including, but not limited to, loss of use, business, profits, data, or messages, or other commercial or economic loss. Verizon shall not be liable for any delay or failure to perform its obligations if such delay or nonperformance arises in connection with any requirement of law or government regulation or order, any action of a governmental entity, acts of God, acts of third parties, fires, floods, epidemics, strikes or other labor disputes, inability to obtain necessary equipment, parts or repairs thereof, freight embargoes, unusually severe weather, or any cause beyond the reasonable control of Verizon. The limitations of and exclusions from liability stated in this section "Limitation of Liability" shall apply whether claims are brought in contract, warranty, tort (including Verizon's negligence), or otherwise.

INDEMNIFICATION - You agree to indemnify and hold Verizon harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of your failure to comply with federal, state and local laws, regulations and codes.

TERMINATION - You are responsible for payment of all charges incurred for Services provided prior to termination. You may notify Verizon at any time that you wish to terminate the Services. Verizon will terminate the Services within thirty (30) days of receiving notification. Verizon may terminate its provision of Services at any time, without cause, upon notice to you. Unlawful, fraudulent or abusive use of the Services may result in the discontinuance of the Services.

GENERAL PROVISIONS - These Terms and Conditions shall be governed by the laws of the state in which the Services are provided. In the event that any provision of these Terms and Conditions shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of these Terms and Conditions, and these Terms and Conditions shall be construed as if they did not contain such invalid or unenforceable provision. The Services may not be used to make communications which are unlawful or harassing, or to make unsolicited communications to persons with whom you do not have an established relationship or who have notified you that they do not wish to receive communications from you.

YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS AND CONDITIONS AND AGREE THAT IF, AFTER YOU RECEIVE THEM, YOU ORDER, USE OR PAY FOR ANY OF THE SERVICES, THE TERMS AND CONDITIONS AND ANY SUBSEQUENT CHANGES SHALL CONSTITUTE OUR ENTIRE AGREEMENT WITH YOU. THESE TERMS AND CONDITIONS GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE-TO-STATE.

March 19, 2007

Quick Reference Instructions Verizon Home Voice Mail

Your first step is always to get into your mailbox.
To do this from home, dial the Home Voice Mail system number, then enter your passcode.

To find out if you have new messages

Simply pick up your home telephone.

If you hear the "interrupted" dial tone, new messages are waiting for you.

Once you're in the mailbox:

- 1 To listen to your messages

While listening to your messages:

- 2 To save a message
- 3 To erase a message
- 6 5 To find out the time and date of a message

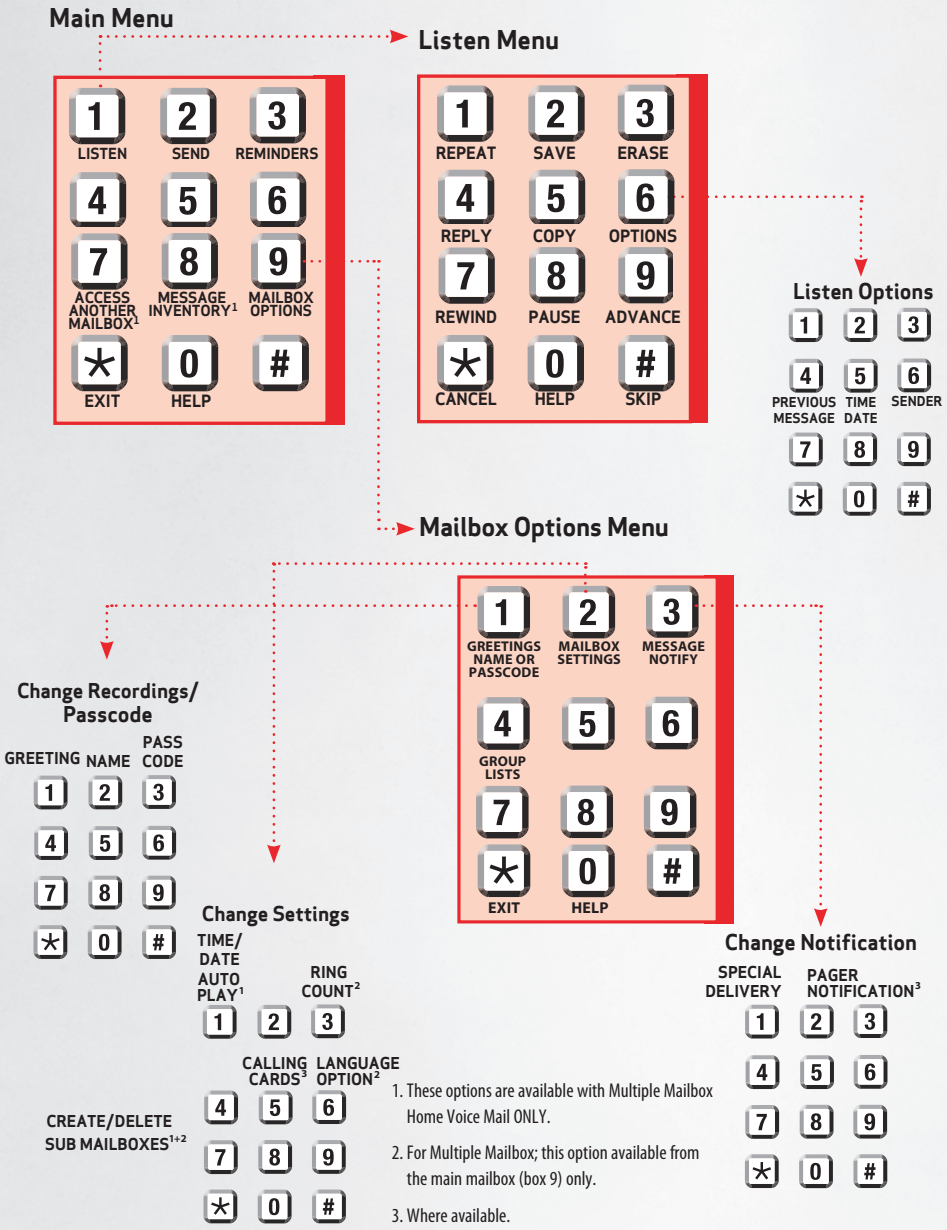
Anytime you're in the mailbox:

- 2 To send messages
- 9 4 4 To create group lists
- 9 1 To change your greeting, name announcement or passcode
- 9 2 6 To select a language option
- 9 2 1 To hear the time and date before each message
- 9 2 1 2 To turn on Auto Play (listen to all of your messages sequentially)
- 9 2 4 To add or delete Sub Mailboxes
- 9 2 3 To change your ring count
- 3 1 To use Reminder Service (uses your telephone to deliver a recorded reminder)
- 9 3 1 To set up Special Delivery (alerts you of new messages when you're at another number)
- 9 3 2 To set up Pager Notification (alerts your pager when you receive new messages)

Special keys that are always available:

- * Cancel/Exit
- 0 Help
- # Skip

MENU MAP OF VERIZON HOME VOICE MAIL



1. These options are available with Multiple Mailbox Home Voice Mail ONLY.
2. For Multiple Mailbox; this option available from the main mailbox (box 9) only.
3. Where available.

Your personal Home Voice Mail information

Home Voice Mail system phone number: **Passcode:**

Group Lists (see page 6):

Group List 1 Name:	Group List 2 Name:	Group List 3 Name:	Group List 4 Name:	Group List 5 Name:
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9
10	10	10	10	10
11	11	11	11	11
12	12	12	12	12
13	13	13	13	13
14	14	14	14	14
15	15	15	15	15
16	16	16	16	16
17	17	17	17	17
18	18	18	18	18
19	19	19	19	19
20	20	20	20	20
21	21	21	21	21
22	22	22	22	22
23	23	23	23	23
24	24	24	24	24
25	25	25	25	25

Multiple Mailboxes (See pages 10 & 11):

Sub Mailbox 1:			
Sub Mailbox 2:		Passcode:	
Sub Mailbox 3:		Passcode:	
Sub Mailbox 4:		Passcode:	
Sub Mailbox 5:		Passcode:	
Sub Mailbox 6:		Passcode:	
Sub Mailbox 7:		Passcode:	
Sub Mailbox 8:		Passcode:	

NOTES